



AGENCY RELATIONSHIP MANAGEMENT

Bridging Agency Needs with E-Solutions

HOLISTIC APPROACH

16th Annual Government Financial
Management Conference
August 8, 2006

Financial Management Service

Federal Finance

Agency Relationship Management Division

Agency Relationship Management

- Central point of contact for agencies
- Ensure coordination between agencies and Federal Finance
- Promote new / innovative collection tools
- Provide presentation support
- Publish Financial Connection

www.fms.treas.gov/finconn/index.html

- Define and implement “holistic approach”

WHAT IS THE HOLISTIC APPROACH?

- A new way FMS/FF is conducting business with Federal agencies
 - Work with agencies/departments from a holistic standpoint
 - Identify and prioritize target CFO agencies
 - Review collection activity for each bureau to improve overall cash management practices

GOALS

- Move towards an all-electronic Treasury
- Promote easy-to-use collection mechanisms that are convenient and secure
- Streamline the collection process
- Use web and electronic technologies
- Manage depositary services provided to Federal agencies by financial institutions/agents
- Provide timely collection of Federal government receipts

METHODOLOGY

- Establish agency-wide goals and metrics
- Develop marketing strategies to convert from paper to electronics
- Establish a universal agency participation agreement
- Develop strategic implementation plans and timelines

KEY FMS PLAYERS

General Revenue Collection Division

- Sheryl Morrow – Director
 - Pay.gov, GLN/ECP, ACH, PCN

Over the Counter Revenue Collection Division

- Corvelli McDaniel – Director
 - TGANet, PCC OTC, PCN

KEY FMS PLAYERS

Agency Relationship Management Division

- Carolyn Dunston – Director
 - Agency/customer relationships

Accounting and Data Management Division

- Fred Lehnhoff – Director
 - TRS, SAM, CA\$HLINK II

FUNCTIONAL SUPPORT

- Each FF Division will:
 - Work with the FPAs to finalize collection requirements
 - Work with the FPAs to implement collection systems as outlined in the strategic plan
 - Revise and consolidate the FMS Treasury Financial Manual (TFM) chapters on revenue collection to support the holistic approach

FMS's COLLECTIONS ARCHITECTURE

FMS COLLECTIONS ARCHITECTURE

- General revenue collections (non-tax)
 - Channels and systems
- Banking relationships
 - Commercial and Federal Reserve
- Reporting to Agencies
- Enterprise Architecture

COLLECTION SYSTEMS - TRANSACTION TYPES

- Internet Channel: Pay.gov – ACH, Fedwire, Credit/Debit Cards
- Mail Channel: GLN – Checks; PCN – Credit/Debit Cards
- Bank Channel: TBD – ACH, Fedwire
- OTC Channel: TGANet – Checks and Cash; PCC-OTC – Checks; PCN – Credit/Debit Cards
- Voice Response Channel: TBD – ACH & Credit/Debit Cards

Banking Relationship Changes

- Reduce to an appropriate level the number of financial agents and fiscal agents supporting major collection operations
- Reduce to an appropriate level the number of financial agents serving as local TGAs

REPORTING TO AGENCIES

- Transaction Reporting System
 - Hub-and-spoke connections to banks and agencies, with FMS in the middle – one connection to each bank and agency
 - Central data warehouse for queries
 - Standard XML reporting schema for all reports and interfaces

Reporting to Agencies

- Both FMS and agency receive detail reports, eliminating reconciliation
- Enterprise Image Platform

CONTACTS

Carolyn Dunston, Director

Agency Relationship Management Division

202/874-7491; carolyn.dunston@fms.treas.gov

Timothy Kanaley, CRM

202/874-6797; tim.kanaley@fms.treas.gov

ARM Customer Relationship Managers

Visit: www.fms.treas.gov/eft/contacts.html